

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5616
URGENT - DISTRIBUTE IMMEDIATELY

Date: December 17, 2020

Subject: N202302720 - Special Coverage
On Track Performance Engine Overheating

Models: 2015-2016 Chevrolet Corvette
Equipped with Manual Transmission (RPO MEK)
2015-2018 Chevrolet Corvette
Equipped with Automatic Transmission (RPO M5U)

To: All General Motors Dealers

General Motors is releasing Special Coverage N202302720 today. The total number of U.S. vehicles involved is approximately 22,221. Please see the attached bulletin for details.

Customer Letter Mailing

The customer letter mailing will begin on December 31, 2021.

Global Warranty Management (GWM)

The Applicable Warranties section on the Investigate Vehicle History (IVH) screen will be updated December 18, 2020 or sooner. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE

GLOBAL SAFETY FIELD INVESTIGATIONS

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N202302720 On Track Performance Engine Overheating



Release Date: December 2020

Revision: 00

Attention: This Special Coverage can be seen in the Applicable Warranties section in Investigate Vehicle History (IVH).

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Corvette Z06	2015	2016	MEK	Manual Transmission
Chevrolet	Corvette Z06	2015	2018	M5U	Automatic Transmission

Involved vehicles are identified on the Applicable Warranties section in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2015-2018 model year Chevrolet Corvette Z06 vehicles may have a condition where the vehicle may overheat and enter a reduced power mode when driven on a track at sustained high speeds in high ambient temperatures.
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 7 years or 72,000 miles (116,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after December 17, 2020, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to December 17, 2020, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage (“Customers”) are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign and GM does not consent to any assignment of any Customer’s right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i></p>
Correction	Dealers are to install an updated radiator package and, for automatic transmission vehicles, updated shift-point calibration software. The repairs will be made at no charge to the customer. The customer must provide evidence of an overheating condition in the form of one of the following: Diagnostic Trouble Code, photos, or videos. The dealer should make a copy of any customer evidence provided and file with the warranty claim.

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Parts

Automatic Transmission

Quantity	Part Name	Part No.
1	Radiator	84524653
1	Radiator Upper Air Baffle	84872137
As Req.	PAG oil	88901445 US 88900060 CA Obtain locally in compliance with GM material specification 9986181
2	Coolant	12346290 US 10953464 CA Obtain locally in compliance with GM material specification 9986100
As Req.	Refrigerant	12356150 US 10953485 CA Obtain locally in compliance with GM material specification 9985751 or 9986319
1	A/C Seal	10313109
1	A/C Seal	13579648
1	SC Gasket – Intake Manifold	12679527
10	SC Bolt – Intake Manifold	11546958

Manual Transmission

Quantity	Part Name	Part No.
4	MEK, CLAMP ASM, RAD OTLT HOSE	11547371
4	MEK, CLAMP, RAD OTLT HOSE	11601882
2	Radiator Hose Tee	84254392
1	Hose, Radiator Outlet	84254395
1	Hose, Radiator Outlet	84254396
1	Hose ASM, Aux Rad Inlet	84169802
1	Hose, Radiator Inlet	84254393
1	Hose, Radiator Inlet	84254394
1	Pipe ASM	84180422
1	Aux Cooler ASM	84082802
4	Aux Cooler Mounting Studs	11548498
1	Aux Radiator Air Baffle	84023053
1	Radiator Air Baffle	23342026
1	Radiator Air Seal Lower	23264636
3	Radiator Air Seal Retainer	11589290
1	A/C Seal	10313109
2	A/C Seal	13579648
1	Intake Manifold Gasket Kit	12679527
10	Intake Manifold Bolt	11546958
As Req.	PAG oil	88901445 US 88900060 CA Obtain locally in compliance with

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		GM material specification 9986181
2	Coolant	12346290 US 10953464 CA Obtain locally in compliance with GM material specification 9986100
As Req.	Refrigerant	12356150 US 10953485 CA Obtain locally in compliance with GM material specification 9985751 or 9986319

Note: Use the vehicle identification number (VIN) and the GM Electronic Parts Catalog (EPC) to determine which parts to order.

It is estimated that there are only 5% of involved vehicles that will require parts being replaced. **Due to the small number of vehicles anticipated that will need this repair and the limited initial parts availability, dealers are encouraged not to order these parts for use as shelf stock.**

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900755	Radiator Replacement (17-18 MY Automatic Transmission only)	2.5	ZREG	N/A
9900424*	Radiator Replacement (15-16 MY Automatic Transmission only) Add: TCM Reprogramming Or Add: TCM Reprogramming Same Cal Block	2.5 0.7 0.2	ZREG	N/A
9900756	Auxiliary Radiator Installation (Manual Transmission only)	4.5	ZREG	N/A
9900757	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	**
9900758	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	***

Important: The customer must provide evidence of an overheating condition in the form of one of the following:

- **Diagnostic Trouble Code, photos, or videos.**

The dealer should make a copy of any customer evidence provided and file with the warranty claim.

Important: * To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The Warranty Claim Code must be accurately entered in the “Warranty Claim Code” field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the “Correction” field on the job card. Dealers must also enter one of the codes in the “Warranty Claim Code” field of the transaction, otherwise the transaction will reject. It is best practice to enter the **FINAL** code provided by SPS/SPS2.

Warranty Claim Code Information Retrieval

If the Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TLC/TIS on the computer used to program the vehicle.
2. Select and start SPS/SPS2.
3. Select Settings.

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4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

** For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit \$20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

*** Submit \$10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

Automatic Transmission

1. Replace the radiator. Refer to *Radiator Replacement* in SI.

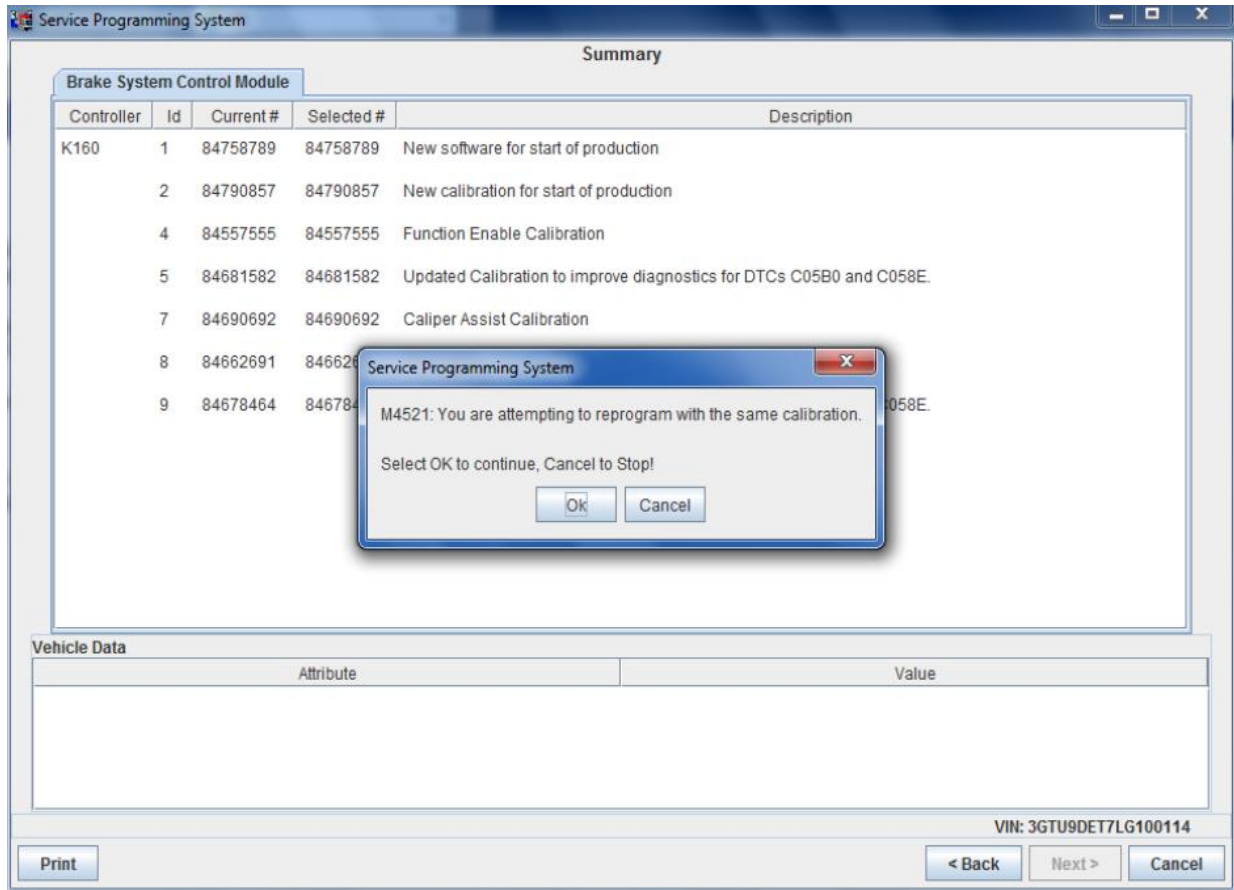
Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

Important: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

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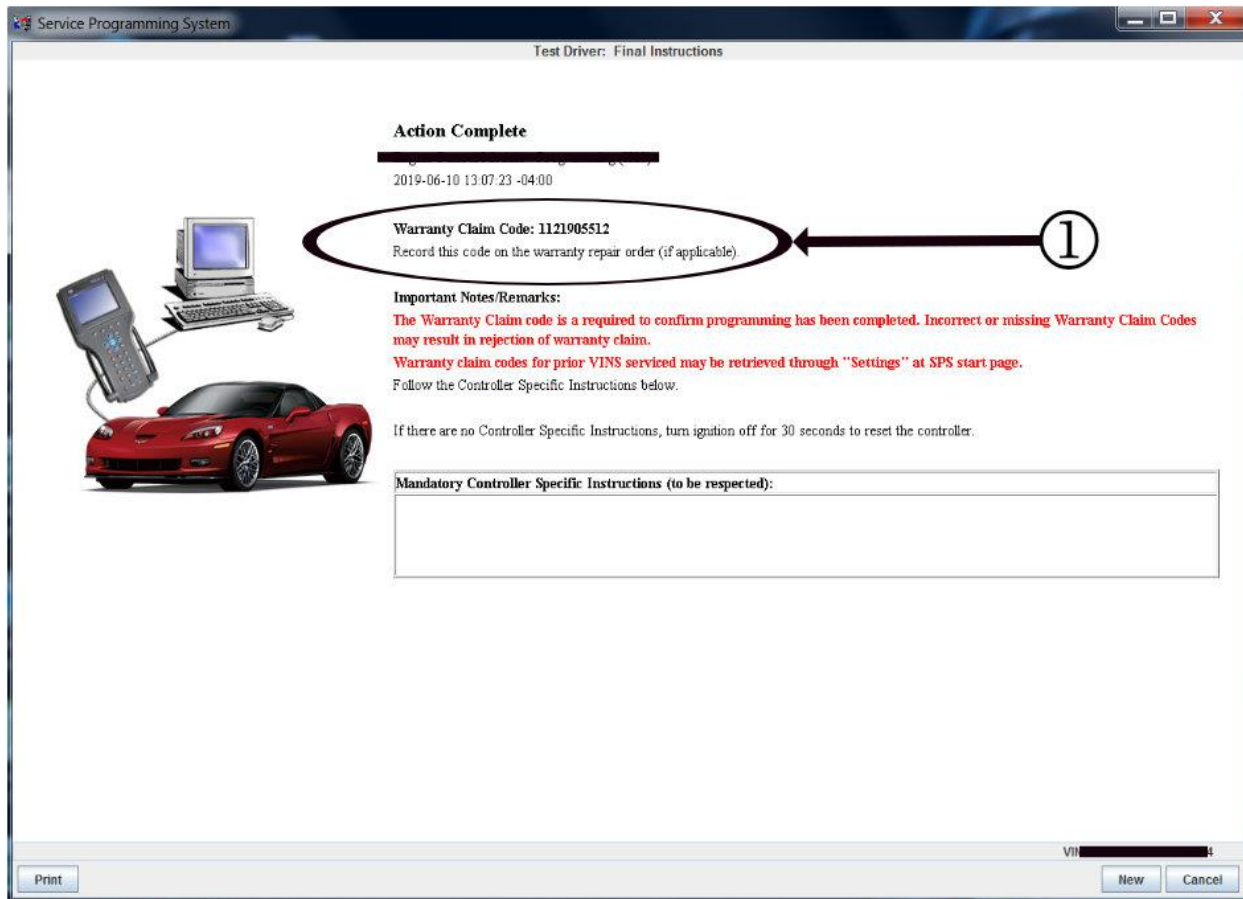
Important: TIS2WEB screen shown. Techline Connect screen is similar and will be included in the near future.

Important: If the same Calibration/Software Warning is noted on the SPS screen, select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

2. Reprogram the Transmission Control Module. Refer to *K71 Transmission Control Module: Programming and Setup* in SI.
 - 2.1. Select "Refresh Characterization Data" when prompted to select a programming type.

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Important: TIS2WEB screen shown. Techline Connect screen is similar and will be included soon.

Important: To avoid warranty transaction rejections, you MUST record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 above for the location of the WCC on the SPS screen.

3. Record SPS Warranty Claim Code on job card for warranty transaction submission.

Manual Transmission

1. Drain the cooling system. Refer to *Cooling System Draining and Filling* in SI.
2. Remove the Front Bumper Fascia Lower Stiffener. Refer to *Front Bumper Fascia Lower Stiffener Replacement (LT1 LT4)* in SI.
3. Remove the radiator inlet and outlet hoses. Refer to *Radiator Inlet Hose Replacement (LT1 LT4)* and *Radiator Outlet Hose Replacement (LT1 LT4)* in SI.
4. Regardless of the model year of your vehicle, refer to 2019 model year Corvette in SI for the remaining instructions.
5. Install the radiator inlet and outlet hoses. Refer to *Radiator Inlet Hose Replacement (LT1, LT4 with V08 Radiator Outlet Hose Tee to Radiator)* and *Radiator Outlet Hose Replacement (LT1, LT4 with V08 Radiator Outlet Hose Tee to Radiator)* in SI.
6. Install the Auxiliary Radiator. Refer to *Auxiliary Radiator Replacement (LT1, LT4 with V08)* in SI.
7. Install the Auxiliary Radiator Inlet pipes. Refer to *Auxiliary Radiator Inlet Pipe Replacement (LT1, LT4 with V08)* in SI.
8. Install the Auxiliary Radiator Inlet hoses. Refer to *Auxiliary Radiator Inlet Hose Replacement (LT1, LT4 with V08)* in SI.
9. Install the Front Bumper Fascia Lower Stiffener. Refer to *Front Bumper Fascia Lower Stiffener Replacement (LT1 LT4)* in SI.
10. Refill the cooling system. Refer to *Cooling System Draining and Filling* in SI.

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Courtesy Transportation – For USA & Canada

Courtesy transportation is available for Customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual for courtesy transportation program details.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin). The customer must provide evidence of an overheating condition in the form of one of the following:

- Diagnostic Trouble Code, photos, or videos.

The dealer should make a copy of any customer evidence provided and file with the warranty claim.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by January 31, 2022. See General Motors Service Policies and Procedures Manual, Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.



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January 2021

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2015-2018 model year Chevrolet Corvette, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2015-2018 model year Chevrolet Corvette vehicles may have a condition where the vehicle may overheat and enter a reduced power mode when driven on a track at sustained high speeds in high ambient temperatures.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2015-2018 model year Chevrolet Corvette within 7 years of the date your vehicle was originally placed in service or 72,000 miles (116,000 km), whichever occurs first, the condition will be repaired for you by installing an updated radiator package and, for automatic transmission vehicles, updated shift-point calibration software at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference. In addition, please provide evidence of engine overheating such as a stored Diagnostic Trouble Code, photos, or videos.

Reimbursement: If you have already paid for repairs for the condition described in this letter before the date of this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by January 31, 2022, unless state law specifies a longer reimbursement period. GM will only reimburse reasonable repairs relating solely to the condition described in this letter.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers") before the date of this letter. **Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.**

If you have any questions or need any assistance, please contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-630-2438	1-800-833-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor
Global Executive Director
Customer Experience Operations

Enclosure
N202302720